



Transportation

CERTIFIED TECHNICIAN (CT) PROGRAM**----- Compliance with this publication is mandatory -----**

This instruction implements AFPD 24-3, *Operation, Maintenance, and Use of Transportation Vehicles and Equipment*. It establishes guidance and criteria for the Air Education and Training Command (AETC) vehicle maintenance certified technician (CT) program. It provides information to the vehicle maintenance management function to effectively implement the CT program. It does not apply to contract vehicle maintenance operations.

1. Eligibility. Personnel eligible for CT status are vehicle technicians, military and civilian, who possess AFSC 2T3XX or 2T4XX or equivalent civil service job series and perform maintenance on vehicles. A CT is trained, empowered, and trusted to a significantly higher standard than other mechanics of the same skill level. CT status must not be awarded automatically or to anyone who does not consistently demonstrate the attributes detailed in this instruction. Personnel not certified should try to reach the higher status demanded of a CT.

1.1. When a CT repairs or services a vehicle, he or she does not require followup quality control inspections of any kind, such as supervisory or customer service center. **EXCEPTION:** Requirements identified in technical orders (TO) or local maintenance operating instructions (MOI) may require followup inspection by an additional CT.

1.2. Personnel can be certified when they meet the following prerequisites: minimum qualifications in this instruction, recommendation by their supervisor, and approval of the vehicle maintenance manager. (**NOTE:** Civilian mechanics are not required to participate in this program; however, we highly encourage them to do so.) Close coordination between management and local unions is essential to avoid contractual violations.

1.3. The credibility of the CT program depends almost solely on how well the unit implements it. Maintenance management will establish local procedures to implement this program in an MOI. Send a copy of the MOI to HQ AETC/LGTV.

2. Certified Technician. The CT consistently demonstrates a high level of proficiency, training, integrity, and quality of workmanship. CTs must make a personal commitment to perform maintenance of the highest quality, accepting responsibility and accountability for all maintenance they perform.

2.1. **Trust.** CTs should be competent to repair and service systems and subsystems on all makes and models of differing vehicle types within their AFSC. Because of this, a high level of trust is required to achieve CT status. The CT is empowered to make judgments in maintenance situations regarding the adequacy of his or her own knowledge and the requirement to seek outside technical assistance (from the TO or other technicians). These judgments, general training, and certification requirements are essential due to the hundreds of vehicle makes and models in the Air Force inventory.

2.2. **Certification Process.** The work center supervisor recommends individuals for CT status based on the following criteria:

2.2.1. **Certification Prerequisites.** All required subject knowledge testing, task performance, evaluation, and upgrade training for 5-skill level must be completed before certification. Technicians will obtain a minimum 5-skill level before award of CT status. A higher degree of proficiency training will be required for award of CT status; tasks and skills for this higher level of proficiency will be determined locally. Technicians may be certified in specific tasks, general areas (such as brake

systems or engines), or in all skills of their AFSC. Training and certification requirements may be common across vehicle makes and AFSCs and will be determined locally.

2.2.2. Certification Documentation. Recordkeeping and documentation requirements will be accomplished according to paragraph 2.2.4.3 of this instruction. Before certification, the trainee must demonstrate complete proficiency in and thorough knowledge of the tasks or areas required for certification. Proficiency is validated through two types of testing: task performance and subject knowledge. Required levels of trust and integrity are validated by the supervisor.

2.2.2.1. Task Performance Testing. The ability to perform tasks at the CT level will be evaluated by the work center supervisor using the "GO/NO-GO" method. Before award of CT status, technicians must satisfactorily demonstrate they can perform the task, not merely possess knowledge about it. Local management determines (via an MOI) the process for evaluating task performance.

2.2.2.2. Subject Knowledge Testing. Subject knowledge can be evaluated using a variety of measurement tools such as Dantes testing, automotive service excellence (ASE) tests, emergency vehicle technician (EVT) tests, and locally developed (indepth) subject knowledge tests. **NOTE:** The vehicle maintenance training manager should control and administer these tests. Local management determines testing method, requirements, etc., based on its needs, via an MOI.

2.2.3. Waiver of Certification Prerequisites. In exceptional cases, documented past training and experience may be substituted for completion of formal 5-skill level, task performance testing, and subject knowledge testing. This is similar to a bypass test used for skill level award and should only be used in exceptional circumstances for those personnel who are fully qualified due to prior experience. Prior ASE, Dantes, or EVT certifications are acceptable means to waive prerequisites. Proficiency must be demonstrated to the work center supervisor.

2.2.4. Vehicle Maintenance Supervisor Responsibilities. Task certification or decertification (ensuring quality and safety) is the primary responsibility of the immediate supervisor. The technician should perform each task to the absolute satisfaction of the work center supervisor. The supervisor should consider all facets of performance before recommending CT status. Once the technician has fulfilled all certification requirements, the work center supervisor recommends CT status to the vehicle maintenance manager via letter.

2.2.4.1. Certification Review and Documentation. The work center supervisor reviews the training record annually with the CT and documents revalidation of CT status. The work center supervisor must ensure the technician is proficient in every certified area, based on day-to-day observations, and schedule any additional training as required.

2.2.4.2. Decertification. Supervisors ensure the safety and quality of maintenance performed through the consistent observation of their subordinates. Deterioration in the quality of work or increased customer complaints may justify decertification until the technician reacquires the necessary skills. The work center supervisor and maintenance manager determine certification or decertification requirements and make them known via an MOI.

2.2.4.3. Support Systems. The job qualification standard will be used to document certification, decertification, training, and an annual recertification review of each military individual via AF Form 1098, **Special Task Certification and Recurring Training**. Documentation procedures for civilian technicians will be developed locally via an MOI. This documentation will be filed in their civilian personnel folder.

2.3. Indicators. Vehicle maintenance management and work center supervisors will regularly examine local customer surveys and other measurement indicators, such as repetitive maintenance, high shop arrival, customer reject rate, to ensure negative trends are addressed in process improvement efforts. Customer surveys will be used and should, as a minimum, include the following:

2.3.1. Customer's rating of the quality of vehicle repair or service.

2.3.2. Customer's rating of the timeliness of repair or service.

2.3.3. Request for customer input regarding possible improvement of the repair or service.

2.3.4. Name and grade of the technician who does the final repair or service of the vehicle.

2.4. Training. Based on the supervisor's request, training managers will arrange and schedule training for the CT program. To reach the higher level of proficiency demanded of a CT, CTs, supervisors, and training managers should pursue all avenues of training including commercial, military, and locally developed programs. The ASE certification process is one way to ensure a high level of training for personnel. Another method is a locally developed, indepth training program that trains to the ASE level on all major vehicle systems. Additional

training on new vehicle technology and test equipment can be obtained from automotive manufacturers.

2.5. Recognition. After all required tasks and qualifications have been satisfactorily demonstrated to the work center supervisor, and trust and integrity have been validated, the supervisor may recommend CT status for the individual to vehicle maintenance management. Once approved, the individual is awarded a certificate of recognition to commemorate the achievement. (Use AETC Form 276, **Vehicle Maintenance Certified Technician Certificate**.) This certificate shall be awarded at an appropriate ceremony by the highest level possible, such as the Logistics group commander or above. Other forms of recognition, including local newspaper articles, plaques, luncheons, are highly encouraged. Units are encouraged to identify their CTs by display of photos, wall plaques, etc., in customer service areas to enhance pride and to publicize the program.

2.6. Responsibility. CTs are completely responsible for the work they perform on a vehicle. When a vehicle is

repaired or serviced in more than one work center, each CT who works on the vehicle certifies his or her own work on the work order. If work is performed by other than a CT in any section, then a CT or the work center supervisor of that section will certify repairs made in that work center. The last CT to repair or service a vehicle will ensure any maintenance-related trash, grease, or oil is removed; ensure all safety items are operational; and validate to the best of his or her knowledge that all maintenance is complete.

2.7. Quality. Past experience and numerous studies have shown that once properly trained individuals are empowered to work without followup inspections, the quality of their finished product improves and repetitive and rejected maintenance decreases significantly. In addition, the knowledge that customer satisfaction serves as the final quality check also plays a major part in the improvement of their quality of maintenance.

3. Form Prescribed. AETC Form 276.

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